

WORKPLACE CONFLICT STATISTICS

- Research shows that 60-80% of all difficulties in organizations stem from strained relationships between employees, not from deficits in individual employee's skill or motivation. Daniel Dana, Managing Differences: How to Build Better Relationships at Work and Home (2005, 4th ed.); Barbara J. Kreisman, Insights into Employee Motivation, Commitment and Retention (2002).
- The typical manager spends 25-40% of his or her time dealing with workplace conflicts. That's one to two days of every work week. Washington Business Journal, May 2005.
- Ernst & Young reports that the cost of losing and replacing an employee may be as high as 150% of the departing employee's annual salary. Workforce.com.
- In a 1990 survey, 78% of respondents indicated that they believe some, most or all employers engage in discrimination in hiring or promotion, and 51% stated that all or most employers engage in discriminatory practices. *Workplace Conflict: Facts and Figures*, Mediate.com.
- 90% of harassment is never officially reported. *Workplace Conflict: Facts and Figures*, Mediate.com.
- More than 50% of employers report having been sued by an employee. Society for Human Resource Management survey, cited in USA Today (*Workers win more lawsuits, awards*, March 27, 2001).
- Between 1970 and 1989, the general federal civil caseload increased by 125%. In contrast, employment discrimination cases increased 2,166%. *Workplace Conflict: Facts and Figures*, Mediate.com.
- The national average compensatory award in employment practice liability cases rose from \$133,691 in 1997 to \$250,000 in 2003. JuryVerdictResearch.com, LRP Publications (2004).
- Fortune 500 Senior Executives spend 20% of their time in litigation activities. Mediate.com.
- Organizations adopting conflict resolution processes, like mediation and arbitration, report 50-80% reductions in litigation costs. Thomas Stipanovich, ADR and the "Vanishing Trial": The Growth and Impact of Alternative Dispute Resolution (2004).